
Overview

This standard is about providing initial contact and support to victims of stalking and assessing their needs and wishes for further support

The support that is provided at this stage will depend on the needs and wishes of the individual, but it will involve working in ways that build trust and through a trauma informed approach.

Workers will need to be able to identify if someone is a potential victim of one or more of these crimes and will need to recognise that these crimes and forms of violence may co-present.

It involves assessing, with individuals, any further support that they may need, such as referral to independent specialist services and/or other services as required, and potentially referring to Multi-Agency Risk Assessment Conference with the victim's consent. In some circumstances it may be necessary to balance the rights of the individual to make their own decisions with any risk of harm to the individual and others.

The term 'victims and survivors' is taken to refer to the people to whom you are providing support.

Performance criteria

You must be able to:

1. make contact with victims and survivors using discretion and in line with organisational procedures
2. explain your organisation's policy relating to confidentiality, when information must be shared
3. obtain informed consent for referral from victims and survivors where there is a requirement to do so
4. identify the range of services which you and your organisation can offer,
5. identify other organisations that may be able to assist including local and national independent specialist stalking support and advocacy services, health services and other services as required.
6. check that all persons accompanying victims and survivors understand their role
7. obtain information from potential victims on their specific needs in line with organisational procedures.
8. listen actively and respond constructively and with empathy to the points made, communicating in a manner which suits the needs and ability of the victims, survivors and witnesses
9. treat victims, survivors and witnesses with dignity and respect, accepting what they say without making judgements.
10. allow victims and survivors to progress at their own pace using stalking specific risk assessments to determine the safety and wellbeing of the victim/survivor and any dependents
11. seek advice and support from an appropriate person and specialist organisations to check that you are meeting the needs of the individual and are clear about the action that should be taken
12. gather information that supports the need to refer victims and survivors
13. make complete and accurate referrals to local and national independent specialist stalking support services, specialist gender-based violence support and advocacy services and statutory organisation partner agencies following organisational procedures
14. check current requirements for making referrals and check information for completeness against referral requirements
15. maintain accurate and up to date records, in line with your organisation's requirements.

16. encourage individuals to express their views and feelings about their need for further support
17. review with victims and survivors their needs, welfare and safety and that of any dependents in line with your organisation's procedures and according to stalking-specific risk assessments
18. take immediate appropriate action, including alerting the relevant emergency service, where there is a risk of harm to yourself or others in conjunction with independent specialist and advocacy services working with the victim.
19. assist individuals to identify which of their needs are priorities, and to explore options to address these
20. seek advice and support from stalking experts, including independent specialist stalking support and advocacy services, if you are unsure as to what action should be taken
21. maintain confidentiality in line with your organisation's policies and procedures
22. work in partnership with other organisations where this supports the needs of potential victims including independent specialist stalking support services and other services as required.
23. share information with relevant agencies where there is a requirement to do so and in line with organisational procedures
24. support potential victims through the referral process into entitled systems and services in line with your role and responsibilities, including referral to local and national independent specialist stalking support services.
25. follow your organisation's reporting procedures when a formal referral cannot be made
26. ensure your own safety, discuss with colleagues as appropriate, and seek external counselling, support and supervision in relation to vicarious trauma
27. reflect on and develop your own practice, keeping up to date with emerging policies and practices relevant to your area of work

Knowledge and understanding

You need to know and understand:

1. legislation, policies, guidance, risk assessments and procedures, relevant to your legal jurisdiction, which are relevant to, or include, stalking, and your area of work, and to which you must adhere
2. key definitions, relevant to your legal jurisdiction, used in relation to stalking as well as different stalking behaviours, online and offline, patterns and typologies, particularly where stalking is perpetrated in the context of gender-based violence.
3. the role of your organisation and its services and the services which it provides in supporting victims, survivors and witnesses
4. the range of services of other local and national independent specialist support and advocacy organisations and other services, that may be able to assist
5. legislation and organisational policies and procedures regarding confidentiality and the disclosure of information
6. specific issues relating to stalking within the context of gender based violence and the dangers posed to victims when stalking behaviours escalate
7. the associated risks for potential victims of honour based abuse, modern slavery, human trafficking and exploitation and stalking particularly in the context of gender-based violence and abuse and how these risks are related and overlap
8. organisational requirements related to allowing others to be present in discussions with victims/survivors, and the relative benefits, disadvantages and risks that the presence of others can create
9. the limits of your authority and responsibility, and the actions to take if these are exceeded
10. the impact of stalking on victims, survivors and witnesses, including mental health impacts, and their need for protection, respect, recognition, information and confidentiality
11. how to assess needs of victims and survivors and determine the type of services that are necessary to address them, including independent specialist stalking and gender based violence support and advocacy services, as well as stalking-specific procedures and tools used within your organisation
12. intersectionality and the associated complexities of the needs of potential victims
13. how to embed cultural humility and exercise cultural competence in your practice

14. how to communicate effectively with potential victims including through the use of professionally accredited translators
15. how to determine the age of the victim or survivor and follow appropriate procedures, relevant to your legal jurisdiction, where a child is identified
16. how to make complete and accurate referrals to independent specialist stalking and gender based violence advocacy and support services, as well as other services following organisational procedures
17. the ways in which stereotyping and discrimination might affect the assessment of the needs of individuals, and how to guard against this
18. how to apply trauma informed practice in your area of work
19. reactions to the experience of stalking, and the factors which affect how individuals react to and recover from their experience including health impacts
20. how to take immediate necessary steps to safeguard the safety and wellbeing of victims and survivors where this is under threat.
21. the organisation's procedures relating to safeguarding, including the needs of those who have experienced crime and who may be particularly vulnerable
22. the options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned
23. how to share information with relevant agencies where there is a requirement to do so, or to prevent crime in line with organisational procedures
24. how to record all documentation in an accurate and non-judgemental way and be aware that records may form the basis of civil and/or criminal proceedings

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Relevant Occupations All Occupations across the Justice sector, Crisis Worker, Customs Officers, Education and Training, Government and Related Organisations, Health and Social Care, Health, Public Services and Care, Helpline Workers, HR Staff, Immigration Officers, Independent Domestic Violence Advisor (IDVA), Independent Sexual Violence Advisor (ISVA), Independent Sexual Violence Advocate, Interpreter, Managers in Justice sector services, Police, Police Community Support Officers, Police Officers, Prison Staff, Probation Staff, Public Service and other Associate Professionals, Public Service Interpreter, Public Service Professionals, Public Services, Public Services Professional, Refugee Worker, Social Worker, Volunteers, First Responder Modern Slavery, First responder stalking, First responder honour based abuse, Independent Human Trafficking Advocate (IHTA), Independent Modern Slavery Advocate (IMSA), Independent Stalking Advocacy /Caseworker (ISA/C)

Suite Community Justice

Keywords

1st responder; Abuse; age dispute; Communities; compulsory labour; Crime; criminal exploitation; Cultures; domestic abuse; domestic servitude; domestic violence; Exploitation; Female Genital Mutilation; FGM; First responder; forced criminality; forced labour; forced marriage; harmful cultural practices; HBV; honour based abuse; honour based violence; human trafficking; initial response; labour exploitation; modern slavery; organ harvesting; Provide; Reduction; Servitude; sexual abuse; sexual exploitation; sexual violence; Stalking; stalking survivor; stalking victim; stalking witness; Support; Survivor; Survivors; Victim; Victims; Violence; Witness
